

Job Description

AX Motor Assist Advisor

Shifts between 8.00am-8.00pm Monday- Saturday on a rotational basis. Occasional Sundays and Bank Holidays.

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| Location: Home/Office | Department: AX Motor Assist |
| Level: Team Member | Line Manager: Motor Assist Manager |

Primary Purpose and Function

To deal directly with both fault and non-fault accident customers affiliated to the Company's Motor Assist offering, providing a high-quality end to end motor claims management service.

Key Accountabilities

- To be the first point of contact for customers who have been involved in a road traffic collision (both fault and non-fault).
- Capturing incident details and inputting data such as contact information, incident circumstances and liability into the Leap operating system.
- Validate the information provided by asking open questions and gathering clear logical version of events.
- Assess the required action needed for each incident and instigate the appropriate service; including roadside recovery, vehicle repair and replacement and intervention services.
- To liaise effectively with external stakeholders including but not limited to, AX suppliers, insurers, brokers and leasing companies to build and maintain excellent relationships
- Take ownership to ensure completion of all system generated tasks ensuring adherence to service level agreements and KPI's.
- To work diligently to ensure new claim and network supply conversions meet or exceed expectations for both fault and non-fault services.
- To continually maintain and develop knowledge and skills to allow the Motor Assist business to provide excellent customer service.
- To conform to agreed processes and procedures within the AX Motor Assist business.
- To work in accordance with industry regulations and protocols which include GTA (General Terms of Agreement), and ABI (Association of British Insurers) guidelines, openly demonstrating an understanding of both, through accurate and timely decision making.
- To work with colleagues internally to present good quality recoverable claims.
- Observing and complying with GDPR.
- To achieve objectives and targets set.
- Carry out reasonable tasks as requested by your line Manager.

Personal Specifications

- Demonstrable experience within fast paced customer service-based role - ideally within a similar environment
- Demonstrable experience of working within a phone-based role.

- The ability to learn new processes quickly and efficiently.
- Clear verbal communication & relationship building skills
- Demonstrable proven negotiation skills
- Good written communication skills, capturing a clear logical summary of situations.
- The ability to prioritise, recognising importance and urgency and work to tight deadlines.
- Experience of problem solving and able to work in a pressurised environment
- Able to work on own initiative as well as support team and departmental goals and objectives.
- Knowledge of the ABI, GTA (General Terms of Agreement) would be advantageous but not essential.
- Results driven and tenacious.
- Demonstrable experience of achieving against targets.
- Adaptable, tenacious self-starter who is results orientated
- Competent with using (MS Office) and inhouse systems.
- Excellent Customer Service ethos including empathy skills.
- Demonstrate behaviour in line with Company values; Inspired to Innovate, Always Respectful, Fully Accountable, Delivering Delight.